
Auburn University Job Description

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| Job Title: | Asst AD, Ticket Sales&Ops | Level I | Grade 36 \$59,700 - \$99,600 |
| Job Code: | BA46 | Level II | Grade 37 \$68,700 - \$114,500 |
| FLSA status: | Exempt | | |

Job Summary

Directs and has primary responsibility for the operations of the ticket sales office for athletic events.

Essential Functions

1. Oversees the selection, assignment, and distribution of tickets and ensures procedures and protocol are followed.
2. Oversees the collections of funds for ticket sales and ensures that funds are processed appropriately by ensuring sales records are created and maintained, deposits are made, and accounts/cash drawers are reconciled and balanced.
3. Maintains and prepares appropriate levels of ticket stock by forecasting requirements, purchasing stock, printing tickets, separating blocks of tickets for distribution based on guidelines for assigning seat-customer category, arranging tickets for opposing team, and accounting for unsold tickets.
4. Coordinates with other University offices to gather information and resolve issues about priority listing for ticket distributions.
5. Provides information to patrons in order to answer questions or resolve problems in relation to ticketing, seating assignment, priority listing, and other related issues.
6. Manages data system related to ticketing and works collaboratively with University Computing Center to maintain the database.
7. Complies with all applicable National Collegiate Athletic Association (NCAA) and Southeastern Conference (SEC) regulations in the performance of job duties.
8. Tracks, measures, and reports results of all sales/promotional efforts.
9. Recommends promotional strategies to enhance ticket sales.
10. Assists marketing staff with programs related to marketing and promotions.
11. Provides guidance and recommendations to upper level management in functional areas concerning operations issues such as budgeting, coordinating, and planning.

Supervisory Responsibility

Full supervisory responsibility for other employees is a major responsibility and includes training, evaluating, and making or recommending pay, promotion or other employment decisions.

The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.



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Job Family Levels

| Level | Responsibility | Knowledge | Education and Experience* |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| I | Under general supervision, performs duties and assignments involving some judgment. Resolves routine questions or problems, referring only complex issues to higher level. Some evaluation, originality and ingenuity required. | Knows and applies fundamental concepts, practices, and procedures of particular field of specialization. | Bachelor's degree in discipline appropriate to position plus 5 years of experience. |
| II | Under minimal supervision, performs complex assignments and fulfills broad responsibilities where required outcomes are defined but methods and procedures may vary based on professional judgment or precedent. Considerable latitude for unreviewed action. Confers with supervisor on unusual matters. Coordinates the work of others on projects and may assign work to and assist less experienced professionals or support staff. May act in an advisory capacity to staff and coaches. | Knows and applies advanced concepts, practices, and procedures of particular field of specialization, with awareness of related fields | Bachelor's degree in discipline appropriate to position plus 7 years of experience. Experience must include 2 years of experience at the preceding level or equivalent. |

* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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Minimum Required Education and Experience

Level I Bachelor's degree in discipline appropriate to position plus 5 years of experience.

Level II Bachelor's degree in discipline appropriate to position plus 7 years of experience.
Experience must include 2 years of experience at the preceding level or equivalent.

Focus of Education

Degree in Management, Business Administration,
Sports Administration or related field

Focus of Experience

Experience in sales and/or sales operations

Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

Certification or Licensure Requirements:

None Required.

Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Externally imposed deadlines; set and revised beyond one's control; interruptions influence priorities; difficult to anticipate nature or volume of work with certainty beyond a few days; meeting of deadlines and coordination of unrelated activities are key to position; may involve conflict-resolution or similar interactions involving emotional issues or stress on a regular basis.

Job frequently requires walking, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires standing, sitting, and lifting up to 25 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 11/9/2011
